



**Elizabeth Goolsby**  
**Fayetteville VA Medical Center**  
**Director**

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## Director's Forum

*by Elizabeth Goolsby*

In May, about 68 percent of the staff completed the All Employee Survey (AES) that is administered by the National Center for Organizational Development (NCOD). It is conducted annually in an effort to measure ongoing employee satisfaction with the individual job and the work-place where the job is performed. The survey elements were scored on a 1-5 scale, with 3 being average.

Medical Center results were shared at the Director's Staff meeting and at the Employee Town Hall meetings. The results were sent to each work unit as a poster showing the outcome for all work units in the Medical Center and Community Based Outpatient Clinics. I hope that you have reviewed the poster, discussed results for your work area and started to formulate plans to address at least one area in the coming year. I hope you also noted work areas that scored very good and discussed how they were able to achieve success levels either in total or in specific elements.

Looking at elements and scores can be overwhelming, so it is useful to look at element pairings as indicators of organizational health. For example, take a look at civility and psychological safety together as strong predictors of overall organizational health. Also look at resolving conflicts and working conditions, as the higher the score in these two elements indicates greater satisfaction within the work climate. Employee satisfaction and customer satisfaction are also highly correlated.



Job control and job demand elements are also related. As work demands increase and job control decreases, the work product quality decreases and burnout increases. Pay, praise, supervisor quality and promotion are strongly linked with intent to stay. How did your unit do? What conclusions can be drawn from the results?

What happens next? The Medical Center needs your input to know which priorities we should set for the coming year and what strategies we should implement to make improvements. Please send suggestions to your service/section chief or you can send them to me. Our Organizational Health Committee will be formulating an overall Medical Center approach to continue making improvements. In early October, we expect staff from the NCOD to join us and help with additional strategies in our quest to be an Employer of Choice.

### Emergency/Disaster Information

Visit the [Fayetteville VAMC Emergency Response and Information](http://www.FayettevilleNC.VA.Gov/Emergency) web site for Emergency Information for VA Employees, VA National Emergency Information  
[www.FayettevilleNC.VA.Gov/Emergency](http://www.FayettevilleNC.VA.Gov/Emergency)

Visit the [Disaster Center for North Carolina](http://disastercenter.com/northcar/northcar.htm) web site for information on:

Search local forecasts by zip code

View Family Disaster plans

Check Federal Disaster links

Check State and County Emergency Management Agencies

Visit the Red Cross

Search the National Wireless Amber Alert

<http://disastercenter.com/northcar/northcar.htm>

### Camp Lejeune Water Information & Contacts

Veterans and family members who served active duty or resided at Camp Lejeune for 30 days or more between 1/1/57 and 12/31/87 may be eligible for VA Health Care for 15 health conditions listed on the web site, [Camp Lejeune Water Supplies](http://www.publichealth.va.gov/exposures/camp-lejeune/index.asp).

(<http://www.publichealth.va.gov/exposures/camp-lejeune/index.asp>)

For **eligibility or enrollment questions**, call Fayetteville VAMC, Health Benefits, at 910-488-2120 ext. 7016/5817. For **VBA claims**, call your County VSO listed at the web site [County Veterans Service Officers](http://www.doa.nc.gov/vets/locations/). (<http://www.doa.nc.gov/vets/locations/>)



**WORSHIP SERVICES**  
**IN OUR MEDICAL CENTER CHAPEL**  
**PROTESTANT SERVICE: SUNDAYS 2:00 pm**  
**CATHOLIC MASS: SUNDAYS 11:00 am**  
**MONDAY - THURSDAYS 12:00 pm**  
*All Are Welcome! Contact us at 7031/5906*



# CONSTRUCTION UPDATE

The new 10,000 square foot Goldsboro Community Based Outpatient Clinic continues progress at 2610 Hospital Road in Goldsboro, NC. As of August 22, structural steel columns, beams, bar joists and metal decking were installed and ready for roofing. Backfill was completed on the interior and exterior trenches for the plumbing and electrical lines. Contractors installed stone to go under the interior slab. The engineer designed electrical requirements to build a generator. The construction project is the first of Fayetteville VAMC's community clinics to be built to Leadership in Energy and Environmental Design (LEED) standards by using green building materials to conserve energy, installing a geothermal unit for heating and air, and recycling water. The clinic is expected to be completed early 2013. The new 10,000 square foot Goldsboro CBOC will provide exceptional health care to Veterans in and around the Wayne County area.  
(Photos provided by Sam Sasser of Construction Managers, Inc.)



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# Grants improve transportation options for Veterans

by Robin DeMark, Fayetteville VAMC Public Affairs

Leaders from Fayetteville VA Medical Center (VAMC) and the City of Fayetteville gathered in the downtown area to accept a grant award of \$46,680 from the US Department of Transportation, Federal Transit Administration (FTA), Peter Rogoff on July 26.

The City of Fayetteville was awarded the grant to support the Veterans Transportation and Community Living Initiative (VTCLI). The city, Fort Bragg, Fayetteville VAMC and surrounding counties plan to create and host a joint agency website and Call-Center with information about transportation options and resources available to more than 150,000 Veterans, active duty military and families.

"We are very excited about the Fayetteville grant and look forward to working with our community partners to provide Veterans with more transportation options and a coordinated transportation network," said James Galkowski, Fayetteville VAMC Associate Director of Operations.

Fayetteville VAMC also operates a Community Based Outpatient Clinic in Jacksonville, NC to serve Veterans in the area. The NC Department of Transportation awarded the City of Jacksonville with a grant of \$57,136 to support transportation projects in Onslow County.

The Onslow United Transit System (OUTS) plans to purchase software to upgrade its One-Call Center and dispatch vehicles with automated vehicle location technology to improve coordination of transit service among multiple providers in the area. Jacksonville is home to more than 147,000 Veterans and active duty military personnel who live and work around Marine Corps Base Camp Lejeune and Marine Corps Air Station New River.

Veterans can also benefit from other upcoming transportation improvements throughout the state.

Multiple rural transit providers in southwest North Carolina received a grant of \$459,873 to create a One-Call/One-Click Travel Management Coordination Center. This will provide more than 20,000 Veterans and their families in the area with transportation options to improve access to jobs, education, health care and other services.

A combined total of \$563,689 was awarded to the state to support transit infrastructure in preparation for future growth and development.

To learn more about transportation initiatives, visit the [www.fta.dot.gov/veterans](http://www.fta.dot.gov/veterans) web site.



James Galkowski, Fayetteville VAMC Associate Director of Operations, expressed appreciation to the community for expanding transportation resources for America's Veterans.

Model of the City of Fayetteville Transportation system



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# UPCOMING EVENTS

## **Women's Equality Week August 26, 2012- September 1, 2012**

**Monday 8/27: Blg 4, Rm 120 , 11:30 am – 12:30 pm**

**Keynote Address: "Sandi" Clagett**

**Leadership Development – Learning Resources**

**Financial Resources – Fayetteville VAMC Credit Union**

**Refreshments Served**

**Friday 8/31: Z Room, 12:00 pm-1:30 pm**

**Domestic Violence – Social Services**

**MST/Women's Behavioral Health - Mental Health Service Line**

**Presentation of Honorees**

**Angela Heath, Angie Moore, Juanita Toomer, Leslie Pulvirenti**

**Refreshments Served**

Email [LeShonda.Wallace@va.gov](mailto:LeShonda.Wallace@va.gov) for more information

**September 11: Fayetteville VAMC 9/11 Memorial Service**, 11:30 am, Medical Center Chapel, 2300 Ramsey Street, Fayetteville. Guest speaker, Chaplain (LTC) Scott Sterling, Chaplain Personnel Manager Army Forces Command, Fort Bragg, NC. The service is open to Veterans and their families, employees and the public. For more information, call Fayetteville VAMC, Chaplain Smith at 910-822-7142.

**September 29: Camp Lejeune Retiree Appreciation Day** (see details on page 6)

**October 18 & 19:** Former baseball players, Dennis "Bose" Biddle from Milwaukee, WI, the youngest living player, and Carl Long from Kinston, NC, the first Afro-American baseball player in NC will visit Fayetteville VAMC Veterans and staff. For more information, call Dennis Biddle at (910) 672-7496 and visit the [www.cgg.organogold.com/r/us](http://www.cgg.organogold.com/r/us) web site.

**November 9: Fayetteville VAMC Veterans Day Program**, 11:00 am, 3rd floor auditorium in the medical center. For more information, contact Voluntary Services at 910-488-2120 ext. 7027.

**November 10: 2012 Veterans Day Parade**, 11:00 am-1:00 pm, downtown Fayetteville. This year's parade will honor those who served in Iraq, including Operations Desert Shield, Desert Storm, Iraqi Freedom and New Dawn. For more information, contact co-chairs George Breece and Kirk DeViere at 910-920-0045 or email [VeteransDayParade@Gmail.com](mailto:VeteransDayParade@Gmail.com). Parade entries can register at <http://www.ctveterans.org/>.



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# UPCOMING EVENTS

## CAMP LEJEUNE RETIREE APPRECIATION DAY



**SATURDAY, 29 SEPTEMBER 2012**

**0800 - 1400**

**Marston Pavilion, Camp Lejeune**



### GUEST SPEAKER

Ms. Elizabeth Goolsby

Director, Fayetteville VA Medical Center

### ADDITIONAL SPEAKERS

Captain (USN) David Lane, CO Naval Hospital Camp Lejeune

Mr. Donald Dean, Defense Finance & Accounting Service, Cleveland, OH

Colonel Paul O'Toole USMC (Ret), President, CLNC Retiree Council

### HEALTH AND INFORMATION FAIR

Blood Pressure Checks

Hearing Test Mobile Van

Skin Cancer Screening Mobile Van

Nutrition, Diabetes, Cholesterol, Tobacco cessation Information

Dental Exams in Mobile van

Delta dental

TRICARE

Army/Navy Retirement Home Info

Marine Corps Association

VA Aid and Attendance Info

Onslow County Veterans Affairs Office

Various Veterans Organizations

Jacksonville, NC Vet Center

**\*\*\*FREE LUNCH PROVIDED BY MARINE FEDERAL CREDIT UNION  
AND SGTMAJ JOE HOULE USMC (RET)\*\*\***

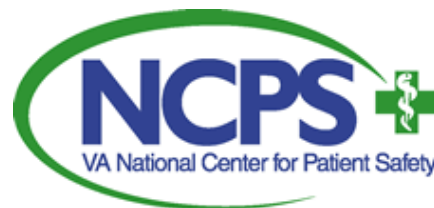


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# Patient Safety Tips

*By Clare Snow, Patient Safety Manager*



## BE AN INFORMED PATIENT

Patient Safety starts with each of us participating in our own healthcare and staying informed about what we are taking and why. This is extremely important when we go to the doctor's office and when we take medications.

At the doctor's office, it is very important for us to tell our provider what medications, over-the-counter (OTC) medications or herbal supplements we are taking. Over-the-counter medications may include pain meds such as Tylenol, Motrin or aspirin. Herbal remedies, vitamins, antacids or laxatives also available in stores can interact with prescription medications making them ineffective or sometimes making prescription medications stronger. Make sure that you always carry a list of current medications in your wallet or purse. Each time you go to the doctor, make sure he/she looks at your list and explains what you should and shouldn't be taking and why. If you don't understand something, ask!

## **ALWAYS ASK QUESTIONS**

If you get a prescription and it looks different from what you had before, ask your pharmacist to explain why it looks different. It may be the medication is being made by a different pharmaceutical company or it is possible a mistake was made and the wrong pills were put in the wrong bottle.

**Always read the label.** Check the label to **make sure the name and dose of the medication matches** your list. This ensures you got your medicine and not another person's meds. Check the label to see how often you are supposed to take the medication. Then, **be sure you take the medicine exactly as it instructs you to take it...no more, no less!**

***Remember, a knowledgeable patient is a safer patient!***

**For questions, call Clare Snow, Patient Safety Manager, at 910-488-2120 ext. 5097 or visit the VA National Center for Patient Safety web site at [www.patientsafety.gov/](http://www.patientsafety.gov/)**

**Attention Veterans - The Patient Advocate Office is in a new location!**

**The Patient Advocate Office was relocated to Building #1, Wing D, Rooms 1026 & 1027 (across the hall from the previous location).**

**Call the Patient Advocate Office at (910) 488-2120 ext 7077.**



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# Employee Spotlight



**From right: Dr. Dawod Dawod, Fayetteville VAMC physician, receives a plaque from State Rep. Efton Sager (left) and Bill Carr (center) NC Military Order of the Purple Heart chaplain emeritus, at the medical center on Aug. 17.**

Dr. Dawod Dawod, Fayetteville VAMC physician, was presented a plaque and an appreciation letter from the NC General Assembly House of Representatives for outstanding service to Veterans at the medical center, Aug. 17. "I would like to recognize you for your passion in going the extra mile to provide the best possible care for our Veterans," said Representative Efton Sager. Bill Carr also represented the Eastern NC Veterans Association and added, "Dr. Dawod is the best VA doctor I've had in 40 years!" Dr. Dawod accepted the plaque and said, "this represents all of the medical center's physicians, nurses and staff. We work as a team and have the same strength in all of us to care for Veterans."

## **Fayetteville VAMC warmly welcomes Marine Veteran Paul Siverson, Readjustment Counseling Technician, to the Jacksonville Vet Center!**



**"Veterans can seek out any and all assistance they need, the VA is here to help," said Siverson. "Since we are a new Vet Center, getting the word out to Veterans is most important."**

Readjustment Counseling Technicians (RCTs) are part of a multidisciplinary team that provides training and outreach to members of the military, Reserve and National Guard. The team specializes in supporting Veterans who have served during the Global War of Terrorism (GWOT), Operation Enduring Freedom (OEF), Operation Iraqi Freedom (OIF), Operation New Dawn (OND) and all other eligible Veterans.

RCTs help combat Veterans make a smooth transition from military to civilian life. They are trained to provide individual counseling, group counseling, marital and family counseling, bereavement counseling and make medical referrals when needed.

RCTs also assist Veterans with applications for VA benefits, employment counseling, alcohol and drug assessments and referrals to community resources. Veterans seeking support from RCTs can be assured the program's legal and ethical standards of conduct, privacy and confidentiality are always upheld.

**To contact the NC Jacksonville Vet Center, call (910) 577-1100 or visit  
110A Branchwood Drive, Jacksonville, NC 28546.**



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# Employee Spotlight



Fayetteville VAMC introduces Donald Barnes as the Minority Veterans Program Coordinator. The primary goal of the program is to support outreach initiatives to increase local awareness of minority Veteran related issues and develop strategies for increasing their participation in existing VA benefit programs for eligible Veterans. The Minority Veterans Program Coordinator supports and initiates activities that educate and sensitize internal staff to the unique needs of minority Veterans and conducts outreach for minority Veterans through community networks. They also advocate on behalf of minority Veterans by identifying gaps in service and making recommendations to improve service delivery within the facility.

To contact Donald Barnes, call (910) 488-2120 ext. 5455 or (910) 751-5833 or email [donald.barnes3@va.gov](mailto:donald.barnes3@va.gov)



Fayetteville VAMC warmly welcomes Joshua "Josh" York as Fayetteville VAMC Facility Planner and Staff Assistant to the Director. Josh York will work on facility challenges such as space assignment, strategic planning, a master site plan and project interface and outreach plans for our health care system.

Marine Veteran York served as a Personnel Chief with a secondary military occupational specialty of Nuclear Biological Chemical Decontamination Specialist at Camp Lejeune, NC, Naval Surface Warfare Center, Indian Head, MD, 3d Bn, 24th Marines, Saint Louis, MO.

York started with the Veterans Health Administration (VHA) in March 2008 at the Northern AZ VA Health Care System in Prescott, AZ as the Secretary to the Associate Director and the Administrative Officer to the Associate Director/Facility Planner.

**Education:** Bachelors in Corporate Communications and Public Affairs from Lindenwood University. Masters of Healthcare Administration from Northern Arizona University.

"My wife, Kathleen, and I recently welcomed our first child, a baby girl, named Madeline in December, 2011. I look forward to meeting and working with everyone, and I am excited to be starting a new adventure at the Fayetteville VAMC."

To contact Josh York, call (910) 488-2120 ext. 5648 or email [joshua.york@va.gov](mailto:joshua.york@va.gov)



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# Nurses' Corner

## Introducing Fayetteville VAMC Professional Nursing Training Day!

On the first Tuesday of each month, various topics will be presented at different times in the medical center auditorium (also available on video teleconferencing (VTC) at times below)

**7:00 am - 8:00 am; 12:00 noon - 1:00 pm; 4:30 pm to 5:30 pm**

Join us on September 4 to learn about Arterial Blood Gas (ABS) interpretation.

Contact Wanda Jessie or Dee Garriss at 910-488-2120 ext. 5550.



Photo left back: Robert Kraemer, Heart Education Specialist and Tracey Robilotto, REdl National Center, Orlando, FL.

Photo left front: Dee Garriss, RN, Patient Care Services, Gwen Carswell, Program Assistant Analysis, Joyce Alexander-Hines, Associate Director of Patient Care Services

Fayetteville VAMC is now a testing site to train all employees on Basic Life Support and Advanced Cardiac Training through the Resuscitation Education Initiative (REdl).

The REdl program is a national program to standardize, document, track and monitor Advanced Cardiac Life Support (ACLS), Basic Life Support (BLS) and Advanced Trauma Life Support (ATLS) throughout VHA. It is designed to enhance the care for Veterans, employees and communities. By training and certifying all employees, the medical center will save contracting dollars and reduce training time spent away from patient care.

**Do you know about MyVeHU campus?** This a great resource to get CME/CEUs from your computer, your IPAD, at work or at home. Log on using the link below and take a campus tour. It takes 24 hours after you register to get a password to log in. The video below is just one example of a class that you might want to view. Also visit [www.MyVeHUCampus.com](http://www.MyVeHUCampus.com)



Use the below link to view an example of a course.

[http://www.myvehucampus.com/cdnplayer/120521\\_nursing\\_ondemand\\_comm\\_v3](http://www.myvehucampus.com/cdnplayer/120521_nursing_ondemand_comm_v3)

For more information, call Nursing Professional Development at 910-488-2120 ext. 5550.



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## Health Coaching improves the traditional “find it, fix it” health care practice

by Robin DeMark, Fayetteville VA Medical Center, Public Affairs Officer



Front left: Dr. Tracy Gaudet, MD, and Janet Vertrees, Clinical Health Systems Specialist, meet with Veterans Annie Toney (far right), Melissa Allen (center) and Michael Perry (front right) at Fayetteville VAMC Homeless Veterans Health Care Program on July 31. **“I didn’t want a hand-out from the VA,” said Allen. “My health coach motivated me to be self-sufficient and taught me how to reclaim my identity. I learned you have to live with yourself and get real with what you’re going through. If I’m out of order, then everything else is not right. I learned it’s okay to say no to others and take control of my life.”**

Dr. Tracy Gaudet, Inaugural Director of the VHA Office of Patient Centered Care and Cultural Transformation, was the guest speaker at the Fayetteville VA Medical Center (VAMC) to present a new innovative approach to health care on July 31.

During her presentation, Gaudet explained how this new approach can transform the VA health care system to improve a patient’s overall health.

“We have to look at the whole person and design a personalized, proactive and patient driven approach to optimize our health care versus using the traditional find it, fix it method of medical practice that we use today,” said Gaudet. “The VA is innovating the way health care is delivered to our Veterans because chronic disease is so complex. By integrating health coaching, we have the opportunity to make real changes to our health care system that truly benefits the Veteran.”

Following her formal presentation, Gaudet met with 38 health coaching graduates and medical center leadership for a discussion about the benefits of this new approach.

Carolyn Diaz, chief of social work and health coach said, “Coaching taught us how to get the right information and gave us a place to start to help Veterans with their current and ongoing needs.”

According to Joan Budine, Housing and Urban Development, Veterans Affairs Supportive Housing (HUD-VASH) case manager and health coach, “Health coaching is a testimony to patient centered care that is tempered with respect and empowerment for the Veteran. This integrative health coach model propels the VA into the future because it is built on a comprehensive vision of healthy and healing partnership. This moves the Veteran toward their optimal health vision.”

Fayetteville VAMC Director Elizabeth Goolsby further described health coaching as the next logical step in patient centered treatment; a method that focuses on the Veteran with a combination of guided self-care and professional services.

“The focus is on what the individual considers to be important,” said Goolsby. By first asking, what is most important to you and to your health, it is often a unique experience for many of our Veterans who have never been asked that before. Our staff found this approach to be empowering for them as clinicians and in their personal valuing. Our next challenge is the hand off to continue this energy and expand this knowledge to our next group of coaches so we maintain continuity of care, maintain the energy and spread this knowledge base. It is also an opportunity for DoD and VA to partner and take the philosophies of self health learned on active duty as a continuum when they transition to the civilian sector.”

According to the Veterans Health Administration, using health coaching in conjunction with traditional medicine can optimize health and healing throughout a Veteran’s lifetime.



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# KUDOS & CHEERS

## Dear VA Family:

It is difficult to find words to express how thankful I am for the expressions of love shown to me and my family during this truly difficult time. We wish to convey our sincerest appreciation for your prayers, cards, flowers and general support during my sister's passing. I am blessed to have such **kind and considerate co-workers and am awed and thankful for all you've done.** Continue to keep my family in your prayers as we transition into life without our very dear loved one. God bless and keep you!

## Ask The Director:

I am writing this letter to express my thanks to a Medical Support Assistant. I was at an appointment on 8/7/2012 in the Ortho department. There was a line at check in. As I got closer to check in, I noticed **Ms. Thompson** was checking in Veterans and asking the nursing staff how they operate in this section (which folder belongs to what provider and where to place them). I realized she was not in her common area. I work for the VA in Revenue from MACPAC and was pleased to see she asked about insurance and demographics while trying to move the line as fast as possible while several Veterans complained about delays and were upset. She didn't miss a beat and maintained her professionalism. I was impressed how she could leave her comfort zone and go to another to serve a Veteran and she appeared happy. She answered questions for each Veteran as they were being processed in. It was good to see a fellow employee hanging in there and performing under a little stress without allowing her personal feelings to be affected. I learned that multi-tasking is a way of life and every Veteran should have time allotted to them to be satisfied as they check in. Way to go Ms. Thompson!! ONE VA!! **Gregory Lane**

## From Human Resources:

First, I would like to thank all of the presenters for making this month's New Employee Orientation (NEO) a success. Secondly, I would like to thank everyone for being punctual. Once again, thank you, and we will see you next month! Regards, **Derek Hughes**, HR Assistant

## Fayetteville VAMC Mental Health:

Good morning, my sincerest **thanks to Ms. Moore, Ms. Huertas, and Ms. Johnson** for their efforts in helping us meet with our DoD guests yesterday afternoon. They complimented us on our hospitality, and look forward to future collaboration. Thanks again, **Kevin Smythe**, Supervisory Psychologist

## Fayetteville VAMC FaceBook Page:

I am pleased to be **Dr. Dawod's patient.** He is truly concerned about my health. **Laura Miller**



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# KUDOS & CHEERS

## **Fayetteville VAMC FaceBook Page:**

Wanted to take time to write a **thank you to Vicki Johnson**, AO/PG Coordinator for the Fayetteville VA Medical Center, for the greatly appreciated assistance and great first impression of my introduction to the Fayetteville VA Medical Center. I wanted to also take the time to thank Glenda from the Winston-Salem Regional Office for her assistance in rescheduling my C&P exams from Washington State to North Carolina where I reside. **Joseph L. Roberts**

## **Fayetteville VAMC Fiscal Chief:**

**Timekeepers are doing a good job!** We have decreased approximately 800 timecard exemptions over the last 2.5 to 3 months. This just goes to show that this is not a very difficult task to accomplish and that we can manage the process. Please have your timekeepers work to continue to eliminate these outstanding timecard issues. Nursing had the most timecard exceptions; but Not anymore---they have ZERO Exceptions! **Way to go Nursing! J. Patrick Bullard**

Congrats to all! Great work! Dr. Anna Teague, Chief of Staff

**Fayetteville Observer, Aug 20:** North Carolina resident Frederick Clark says, "Cheers goes out to the Fayetteville Veterans Affairs Medical Center staff, **Health Benefits/Travel Pay Section**. **Mr. Ira Shaw** and staff have provided many Veterans a customer-friendly environment upon each visit there." Clark adds, "On Friday, Mr. Shaw displayed tremendous leadership in providing many Veterans an alternate site to process their travel payments and to eliminate the log-jam in that area."

Ira, congratulations on a job well done! Though you received a more formal recognition in the newspaper today, please know how much you, your efforts and the efforts of your team make a positive impact on our Veterans every day. Elizabeth Goolsby, Fayetteville VAMC Director

## **Fayetteville Observer, Aug 2:**

**Marcy Sikder, Hope Mills,** Cheers to **Dr. Henry Moss and nurse Angel Shultz** in the Surgical Department at the Veterans Affairs Medical Center. I've been troubled with knee problems for many years. In a short visit, Dr. Moss had a plan for my treatment and like a well-oiled machine, Nurse Angel knew how to implement it. Thank you both for reducing my pain and improving my life!

***Thank you for recognizing employees from the Fayetteville VAMC, our Community Based Outpatient Clinics and our Dialysis Center!***

**[Join us this November to honor America's Veterans!](#)**



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# PATIENT ADVOCATE LIAISON PROGRAM

## **AUDIOLOGY & SPEECH**

910-488-2120 ext. 7983

### **Hearing Aid Appointments**

M-F 9-11 am, 1-3 pm

910-822-7938

## **COMMUNITY BASED**

### **OUTPATIENT CLINICS (CBOCs)**

**910-822-5192**

#### **CBOC Coordinator**

Al Scroggins

910-488-2120 ext. 5738

#### **Hamlet CBOC**

Mary Dunlap, RN, Clinic Manager

910-582-3536

#### **Jacksonville CBOC**

Clell Penny, RN, Clinic Manager

910-353-6406

#### **Wilmington CBOC**

Erin Hinson, RN, Clinic Manager

910-763-5979

#### **Robeson County CBOC**

Sonya Oxendine, RN, Clinic Manager

910-488-2120 ext. 5593/7889

#### **Village Green Clinic**

**Theadora Campbell, PA, Provider**

910-488-2120 ext. 7998/4020

Rosaida DeJesus, RN

910-488-2120 ext. 4020

#### **Brunswick County**

##### **Outreach Clinic**

Erin Hinson, RN, Clinic Manager

910-754-6141

## **COMPENSATION AND PENSION**

### **OFFICE**

910-483-9727

Nickevett Carey,

Administrative Officer

## **DENTAL SERVICE**

910-822-7029

910-488-2120 ext. 7030

Robin Burke, Dental Supervisor

## **DIALYSIS CLINIC**

910-483-9727

Patty Chapman-Boyce, RN

Nurse Mgr.

## **EMERGENCY DEPARTMENT**

**910-822-7074**

Dawn Huffstetler, RN

Assoc. Chief Patient Care Services/

Acute Care

910-488-2120 ext. 7124

## **ENVIRONMENTAL MANAGEMENT**

### **SERVICE**

910-488-2120 ext. 7039

Bonnie Carmichael, Secretary

## **EYE CLINIC**

910-488-2120 ext. 5169/5690

Margie Stanley, MSA

## **HEALTH ADMINISTRATION**

### **SERVICE**

910-488-2120 ext. 7092

Donnie Sanders, Lead PSA

Outpatient Clinics

## **HEALTH BENEFITS OFFICE**

910-488-2120 ext. 7016

Acting Chief, Syfronia McWilliams

## **HOME TELEHEALTH**

910-488-2120 ext. 7162

Shenilla Soloman, RN, MSN

## **LABORATORY SERVICES**

910-488-2120 ext. 5582

Ercilia Hayden, Lab Mgr.

## **LOGISTICS SERVICE**

910-488-2120 ext. 7149

Randy Gray, Supply Tech., ext. 7364

Brenda Griner, Purchase Card

Coordinator, ext. 7149

## **MCCR (CPAC) Consolidated**

### **Patient Accounts Center**

910-488-2120 ext. 7952

Penny Cochran

CPAC Clinical Reviewer

Ms. Ramburt/Mr. Lane

Billing Inquiries ext. 5079/7626

## **MEDICAL SERVICE**

910-488-2120 ext 7037

Adrienne McClurkin

Administrative Officer

Dr. Nasimul Ahsan, Chief

910-488-2120 ext. 7176

## **MENTAL HEALTH**

910-488-2120 ext. 7097

Linda Mathis, Lead PSA

(Admin Issues) ext. 7097

Janine Mason ext. 5078

## **MILITARY SEXUAL TRAUMA**

### **COORDINATOR**

910-488-2120 ext. 5482

Dr. Sylvia Branson Ellis

**Suicide Hotline 800-273-8255**

## **NURSING SERVICE**

910-488-2120 see extensions below:

3C Head Nurse ext. 7007

4C Head Nurse ext. 7422 or 7005

Nurse Coordinator ext. 7315

### **Community Living Center**

3A Head Nurse ext. 5131

### **Community Living Center**

4A Head Nurse ext. 7710

ICU ext. 7405/7010

## **NUTRITION & FOOD SERVICE**

910-822-7038

Lillian Maupin, Program Asst.

910-488-2120 ext 7038

## **PHARMACY SERVICE**

910-822-7014 or 7015

910-488-2120 ext 7014

Jennie Christian

### **Automated Pharmacy Line**

**910-488-2120 ext. 7045**



**FVAMC** ★ Access to safe, high quality patient care and service ★ Being the employer of choice  
**Priorities** ★ Being a good steward of our resources with time, people, space and dollars



# PATIENT ADVOCATE LIAISON PROGRAM

## PHYSICAL MEDICINE & REHAB

910-482-5249

### **Occupational Therapy**

910-488-2120 ext. 7330

Brenda Montalvo

## POLYTRAUMA CASE MANAGER

910-488-2120 ext. 5907

Delva Vereen, RN

## PRIMARY CARE CLINICS

910-482-5068

### **BRAVO Clinic**

**910-488-2120 ext. 7004/7842**

James Scott Smith, RN

910-488-2120 ext. 7695

### **DELTA Clinic**

Pearline Reid, RN

910-488-2120 ext. 5674/5287

### **DOGWOOD Clinic**

Lillian Ortiz

910-488-2120 ext. 7001/7746

### **INDIGO Clinic**

Tarita Hughes, RN

910-488-2120 ext. 7432

Julia Mosley, RN

ext. 7139/7916

## DIABETIC MANAGEMENT

**910-488-2120 ext. 5526/5141**

## PRIMARY CARE SERVICE

910-482-5192

Rebecca Cockman

PCMM Coordinator

910-488-2120 ext. 7172

Administrative Officer ext. 5068

## PROSTHETICS SERVICE

Sonja Averitte, VA Prosthetics

910-488-2120 ext. 5012/ 5882

## RADIOLOGY SERVICE

910-482-5065 ext. 7069

LeaAnn Pelfrey

Radiology Secretary

## RELEASE OF INFORMATION

910-488-2120 ext. 7485

Wanda McLemore, Medical Records

## RURAL HEALTH OUTREACH

910-488-2120 ext. 5085

Mark Wallace, Outreach Coord.

## SOCIAL WORK SERVICES

910-822-7960

Carolyn Diaz, Chief of Social Work

910-488-2120 ext. 7106

## SPINAL CORD INJURY CLINIC

910-488-2120 ext. 5396/5190

Deb Gross, NP

## SURGICAL SERVICE

910-482-5025

Barbara Bylicki, Surgical

Nurse Manager, Operating Rm

## PATIENT CARE SERVICES

Dejuana Cherry, RN

## VA POLICE

**910-822-7922**

**910-488-2120 ext. 7404**

Deloris Murray, Administrative

Support Assistant

910-488-2120 ext. 7996

## WOMEN VETERANS PROGRAM

910-488-2120 ext. 7997

Debra Young, Interim Program Mgr.

Dr. Lisa Cox, MD, Medical Director

910-488-2120 ext. 5152

The newsletter is published on the last Monday of each month.

Please share your story ideas and photos with us. Thank you!

**Robin DeMark**

**Public Affairs Officer**

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Priorities



**Access to safe, high quality patient care and service**



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